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MENTAL HEALTH TRANSPORT CHALLENGES:

NHS and Social Care Partnership Trust's has faced significant scrutiny in 2025, with hundreds of patients left waiting months for mental health support and a recent warning notice issued over care failures. As of March 2025, over 2,400 people were on waiting lists for intervention, with delays impacting both patient safety and outcomes. There have also been concerns about compliance with legal requirements for patient detainment and increasing pressure on local police and A&E services due to fragmented transport solutions.

Why?

The UK urgently needs a robust, CQC-registered mental health transport provider that can deliver safe, compliant, and rapid patient movement. With mounting regulatory attention and stretched local resources, Health Connections' nationally governed, framework-approved service is uniquely positioned to address these gaps. Launching in Kent is not only timely but essential to support local NHS Trusts, reduce risk, and ensure better patient journeys at a moment of critical need.

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→ EXECUTIVE SUMMARY



Health Connections provides the only nationally governed, CQC-registered secure mental health transport franchise system in the UK. Designed to meet the operational demands of NHS Trusts, private hospitals, and police forces, the service is available via direct award under Framework F/094/SPTS/24/MH & NHS SBS Transport and Travel Services for Health Framework.

What We Solve:

- No national standard or scalable solution for high-risk mental health transport
- Over-reliance on police and non-compliant private providers
- Inefficiencies and breaches in safeguarding and patient outcomes

Why It Works:

- Fully centralised control and dispatch
- Real-time governance and reporting
- Mobilisation within 5 days

→ MARKET CONTEXT & RCRP

Mental health patient movement is fragmented, unregulated, and inconsistent across England. Trusts rely on ad hoc local contracts. The Right Care, Right Person (RCRP) model now mandates that police are withdrawn from non-crime medical response.



Risks with status quo:



**Non-CQC
providers**



**Missed KPIs and
delayed care**



**Legal and reputational
liability for commissioners**

Health Connections is the only provider that meets RCRP, NHS, and CQC standards across all territories.

→ APPROACH & MOBILISATION

To ensure a smooth and collaborative launch, we will proactively engage key local stakeholders, beginning with introductory meetings with NHS Trust leadership, local authority commissioners, and police liaison teams. Our team will present a tailored overview of our service model, discuss local priorities, and address specific operational concerns.

As a next step, we invite health and social care leaders to participate in a free "discovery session" or pilot workshop. This hands-on session will map current transport challenges, explore our compliance-led approach, and co-design a pilot pathway that delivers immediate impact for patients and staff.



→ HEALTH CONNECTIONS IS DIRECTLY ACCESSIBLE VIA:

NHS FRAMEWORK ACCESS

NHS
Shared Business Services
FRAMEWORK AGREEMENT SUPPLIER

Framework:
Managed by: NHS SBS Transport and Travel Services for Health Framework.



Framework Code: F/094/SPTS/24/MH
Managed by: Countess of Chester Hospital NHS Foundation Trust

Procurement Method:



01

Direct Award: No tender required

02

Pricing: Pre-approved

03

Mobilisation: <5 working days

Suitable for pilots, gap coverage, or full pathway outsourcing



CORE SERVICES



Section 136 Transfers



Section 135 (Warrant Execution)



CAMHS Secure Transport



PICU & Forensic



High-Risk Repatriation



Bedwatch / Enhanced Clinical Observation



Emergency Response / Crisis Pick-up

HEALTH CONNECTIONS SUPPORTS:



**NHS Trusts (Acute, MH,
community)**



Police Forces (RCRP Pathway)



**Private Hospitals (secure,
CAMHS, PICU)**

We operate under central governance with full audit control and service continuity for all regions.

CREW & VEHICLE STANDARDS CREWS

Training



- ✓ PMVA restraint certified
- ✓ Safeguarding Level 3 (adults & children)
- ✓ DBS cleared, trained across 25+ modules
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Vehicles



- ✓ GPS tracked
- ✓ Least restrictive and secure cell
- ✓ CQC-registered and compliant
- ✓ CQC-registered and compliant



CLINICAL GOVERNANCE & CQC



Provider

Health Connections



CQC ID:

1-3092919022.



Governance led by National Clinical Lead



90-day audit cycle, 24/7 incident escalation



Safeguarding:



On-call Safeguarding Team



Full root cause protocol



DSP Toolkit + Cyber Essentials compliant



MOBILISATION TIMELINE



- ✓ Day 0 – Award confirmed
- ✓ Day 1 – Control setup and SOP alignment
- ✓ Day 2 – Vehicles + crew allocated
- ✓ Day 3 – Site protocols loaded
- ✓ Day 4 – Test jobs, audit signed off
- ✓ Day 5 – Live service

STANDARD JOB PRICE (WEIGHTED): ~£412



24/7 - 365 Days Per Year



Transparent Pricing



Capable of 300+ journey per month



Compliant with direct award thresholds



Volume discounts and contract scaling available on request.

REPORTING & KPIS

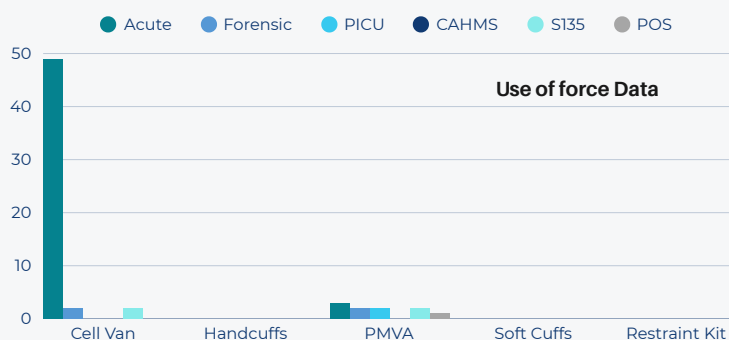
- ✓ Real-time KPI dashboard (Trust access)
- ✓ Monthly clinical governance reports
- ✓ Escalation logs
- ✓ Safeguarding + restraint reporting

KPI Targets:

- ✓ 98% on-time
- ✓ 100% staff compliance
- ✓ <0.5% incident breach

Artificial Intelligence

Incident Data



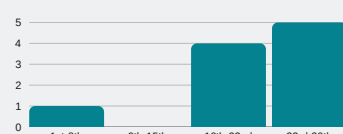
MOJ Orders



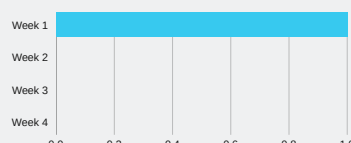
8%

of all restraints used for forensic movements

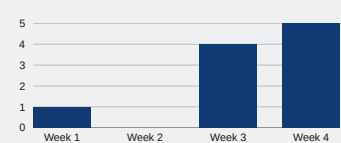
Incident Reports



Staff Assaults



Safeguarding Incidents



TECH STACK

Health Connections operates a tightly integrated digital infrastructure that ensures safety, transparency, and oversight at every stage of service delivery. Centralised control room software manages all dispatch and communication. The crew mobile app enables live job tracking, dynamic risk assessments, and incident reporting.

NHS Trusts and commissioners access live dashboards and reports through a secure online portal. All systems are encrypted, GDPR-compliant, and designed for full auditability.



Centralised control room software



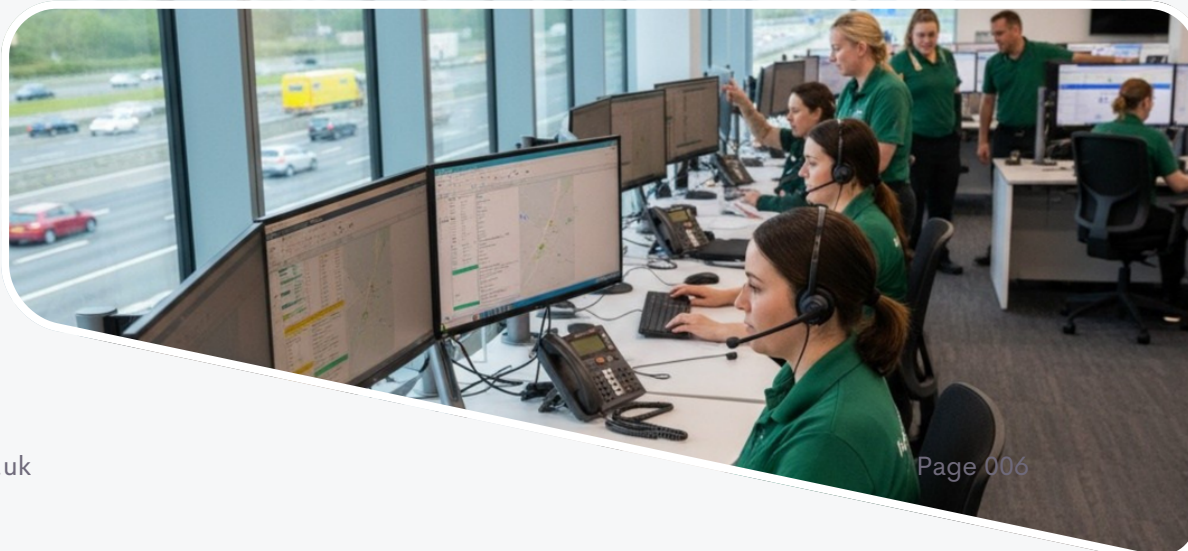
Crew app with dynamic risk logging



NHS dashboard portal



All data encrypted and auditable



NHS PILOT CASE STUDY

Trust: Sussex Partnership NHS Trust: Sussex Partnership NHS Trust

Duration: 7 Years

Scope: C.300 Journeys per month

Results:



98.5% response within target



Full clinical compliance



< 10% incident threshold



> 97% Patient satisfaction



Reduced Costs by 20%

POLICE PILOT CASE STUDY



Model now used as RCRP template

100%

handover success

0

restraint complaints

4000+

Patients moved

47

locations Nationally



Samuel Bull
HEALTH CONNECTIONS CEO

ESCALATION & INCIDENT MANAGEMENT



On-call clinical leads

24/7 control team triggers red alerts



Post-incident review within 24 hours



Escalation pathway:

Crew →
Dispatch →
Clinical Lead →
Safeguarding

STAY IN TOUCH WITH US!



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